



**Have a question or problem
with Texas Health and
Human Services?**

HHS Ombudsman can help!

Toll-free

877-787-8999

hhs.texas.gov/ombudsman

Monday – Friday, 8 a.m. – 5 p.m.



An ombudsman will:

- Make referrals and recommendations as needed.
- Answer your questions about HHS Services.
- Check that our actions are getting you the correct services.
- Coordinate resolution of your complaint.



The process:

1 

When you call, you will be asked if you have already talked to someone about your concern. Then, the ombudsman will listen to your complaint or question.

2 

The ombudsman will research the issue.

3 

We may contact other experts to help you.

4 

The ombudsman will follow up with you.



TEXAS
Health and Human
Services

*Office of the
Ombudsman*